

Fitchburg Gas and Electric Light Company

Telephone Service Factor

Benchmarks, Standard Deviations, and Supporting Calculations

Non-Emergency Calls

| | |
|---------------------------------------|---------------------------------|
| Benchmark | 53.3% handled within 20 seconds |
| Historical Data | 2002: 64.4% |
| Used to Set Benchmark | 2001: 63.0% |
| | 2000: 51.5% |
| | 1999: 44.9% |
| | 1998: 43.0% |
| Average | 53.3% handled within 20 seconds |
| Standard Deviation Calculation | 10.0% handled within 20 seconds |
| Penalty Range | 43.4% to 33.4% |
| Offset Range | 63.4% to 73.4% |

Note: Data provided to the nearest 10th of a percent, in accordance with Section VIII A.

Emergency Call Data

| | |
|---------------------------------------|---|
| Benchmark | not applicable |
| Historical Data | 2002: 46.2% handled within 20 seconds 2001: 68.1% handled within 20 seconds* |
| Average | 57.2% |
| Standard Deviation Calculation | not applicable |
| Penalty Range | not applicable |
| Offset Range | not applicable |

Note: Data provided to the nearest 10th of a percent, in accordance with Section VIII A.

*Based on September through December 2001 data.

Fitchburg Gas and Electric Light Company

Service Appointments Met As Scheduled

Benchmarks, Standard Deviations, and Supporting Calculations

| | |
|---------------------------------------|---|
| Benchmark | 98.8% met as scheduled |
| Historical Data | 2002: 99.3% 2001: 98.7% 2000: 98.5% |
| Average | 98.8% |
| Standard Deviation Calculation | 0.4% |
| Penalty Range | 98.4% to 98.0% |
| Offset Range | 99.2% to 99.7% |

Note: Data provided to the nearest 10th of a percent, in accordance with Section VIII A.

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On-Cycle Meter Readings

Benchmarks, Standard Deviations, and Supporting Calculations

| | |
|--|---|
| Benchmark | 94.2% |
| Historical Data Used to Set Benchmark | 2002: 96.9% 2001: 96.1% 2000: 93.9% 1999: 94.9% 1998: 89.3% |
| Average | 94.2% |
| Standard Deviation Calculation | 3.0% |
| Penalty Range | 91.2% to 88.3% |
| Offset Range | 97.2% to 100.2% |

Note: Data provided to the nearest 10th of a percent, in accordance with Section VIII A.

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Consumer Division Cases

Benchmarks, Standard Deviations, and Supporting Calculations

| | |
|--|--|
| Benchmark | 62.3 Cases |
| Historical Data Used to Set Benchmark | 2002: 58.0 Cases 2001: 68.0 Cases 2000: 63.0 Cases 1999: 78.0 Cases 1998: 94.0 Cases 1997: 54.0 Cases 1996: 77.0 Cases 1995: 47.0 Cases 1994: 56.0 Cases 1993: 28.0 Cases |
| Average | 62.3 Cases |
| Standard Deviation Calculation | 18.4 Cases |
| Penalty Range | 80.7 to 99.0 Cases |
| Offset Range | 43.9 to 25.6 Cases |

Note: Data provided to the nearest 10th of a case.

Fitchburg Gas and Electric Light Company

Billing Adjustments

Benchmarks, Standard Deviations, and Supporting Calculations

| | |
|--|---|
| Benchmark | \$12.92 per 1,000 Customers |
| Historical Data Used to Set Benchmark | 2002: \$0 per 1,000 Customers 2001: \$0 per 1,000 Customers 2000: \$0 per 1,000 Customers 1999: \$0 per 1,000 Customers 1998: \$5.16 per 1,000 Customers 1997: \$0 per 1,000 Customers 1996: \$0 per 1,000 Customers 1995: \$0 per 1,000 Customers 1994: \$111.14 per 1,000 Customers |
| Average | \$12.92 per 1,000 Customers |
| Standard Deviation Calculation | \$36.87 per 1,000 Customers |
| Penalty Range | \$49.79 to \$86.66 |
| Offset Range | Not Applicable* |

Note: Data provided to the nearest 100th of a dollar.

*Offsets are not applicable at this time because one standard deviation below the average is in the negative range.

Since the deadband alone brings this value below zero, no offset is applicable at this time.

Fitchburg Gas and Electric Light Company

SAIFI and SAIDI

Benchmarks, Standard Deviations, and Supporting Calculations

SAIFI

| | | |
|--|----------------|---------------|
| Benchmark* | 1.677 | interruptions |
| Standard Deviation Calculation* | 0.307 | interruptions |
| Historical Data Used to Set Benchmark | 2002: 2.186 | interruptions |
| | 2001: 1.596 | interruptions |
| | 2000: 1.362 | interruptions |
| | 1999: 2.003 | interruptions |
| | 1998: 1.341 | interruptions |
| | 1997: 1.896 | interruptions |
| | 1996: 1.782 | interruptions |
| Average | 1.738 | interruptions |
| Penalty Range | 1.984 to 2.291 | interruptions |
| Offset Range | 1.370 to 1.063 | interruptions |

Note: Data provided to the nearest 1000th of a reported outage, in accordance with Section VIII A.

*Benchmark and Standard Deviation Calculations based on 1996 through 2000 data.

SAIDI

| | | |
|--|------------------|---------|
| Benchmark* | 131.54 | minutes |
| Standard Deviation Calculation* | 18.93 | minutes |
| Historical Data Used to Set Benchmark | 2002: 191.37 | minutes |
| | 2001: 140.35 | minutes |
| | 2000: 116.56 | minutes |
| | 1999: 160.88 | minutes |
| | 1998: 116.09 | minutes |
| | 1997: 139.45 | minutes |
| | 1996: 124.70 | minutes |
| Average | 141.34 | minutes |
| Penalty Range | 150.47 to 169.39 | minutes |
| Offset Range | 112.61 to 93.68 | minutes |

Note: Data provided to the nearest 100th of a minute, in accordance with Section VIII A.

*Benchmark and Standard Deviation Calculations based on 1996 through 2000 data.

Fitchburg Gas and Electric Light Company

Lost Work Time Accident Rate

Benchmarks, Standard Deviations, and Supporting Calculations

| | | |
|---------------------------------------|----------------|------------------------|
| Benchmark | 9.62 | incidents per 100 FTEs |
| Historical Data | 2002: 1.02 | incidents per 100 FTEs |
| Used to Set Benchmark | 2001: 7.33 | incidents per 100 FTEs |
| | 2000: 7.44 | incidents per 100 FTEs |
| | 1999: 7.34 | incidents per 100 FTEs |
| | 1998: 11.83 | incidents per 100 FTEs |
| | 1997: 9.91 | incidents per 100 FTEs |
| | 1996: 13.99 | incidents per 100 FTEs |
| | 1995: 12.78 | incidents per 100 FTEs |
| | 1994: 10.87 | incidents per 100 FTEs |
| | 1993: 13.66 | incidents per 100 FTEs |
| Average | 9.62 | incidents per 100 FTEs |
| Standard Deviation Calculation | 3.96 | incidents per 100 FTEs |
| Penalty Range | 13.58 to 17.54 | |
| Offset Range | 5.66 to 1.70 | |

Note: Data provided to the nearest 100th of an accident, in accordance with Section VIII A.

Fitchburg Gas and Electric Light Company

Staffing Levels

Historial Data and Average

| | |
|-------------------------|-----------|
| Average | 87 |
| Historical Data* | 2002: 86 |
| | 2001: 85 |
| | 2000: 83 |
| | 1999: 83 |
| | 1998: 83 |
| | 1997: 102 |

*Based on number of employees on payroll at the end of the year. Commencing with 2002, staffing level refers to the number of staff positions which includes the number of employees on payroll plus open positions.

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Restricted Work Day Rate

Historial Data and Average

| | | |
|------------------------|-------|-----------|
| Average | 2.1 | cases |
| Historical Data | 2002: | 0.0 cases |
| | 2001: | 4.2 cases |

Fitchburg Gas and Electric Light Company

Property Damage in Excess of \$50,000

Historial Data and Average

| | | |
|------------------------|-------|---------------|
| Average | 0.0 | incidents |
| Historical Data | 2002: | 0.0 incidents |
| | 2001: | 0.0 incidents |

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Line Losses

Historial Data and Average

| | |
|------------------------|------------|
| Average | 5.4% |
| Historical Data | 2002: 5.5% |
| | 2001: 5.3% |

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Capital Expenditures

Historial Data and Average

| | <u>\$ Expenditure</u> | <u># of Projects</u> |
|------------------------|-----------------------|----------------------|
| Average | \$5,394,513 | 14 |
| Historical Data | 2002: \$4,244,306 | 19 |
| | 2001: \$9,209,656 | 18 |
| | 2000: \$8,542,458 | 17 |
| | 1999: \$7,445,347 | 13 |
| | 1998: \$6,094,805 | 14 |
| | 1997: \$4,558,181 | 15 |
| | 1996: \$6,392,237 | 11 |
| | 1995: \$3,527,650 | 13 |
| | 1994: \$2,303,114 | 10 |
| | 1993: \$1,627,379 | 8 |

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Customer Surveys

Historial Data and Average

Customer Satisfaction - Random (Scale 1 - 7)

| | |
|------------------------|-----------|
| Average | 5.2 |
| Historical Data | 2002: 5.2 |

Customer Specific - Calls (Scale 1 - 7)

| | |
|------------------------|-----------|
| Average | 6.1 |
| Historical Data | 2002: 6.1 |

Fitchburg Gas and Electric Light Company

Customer Service Guarantees

Historial Data and Average

| | <u>\$ Amount</u> | <u># of Payments</u> |
|------------------------|------------------|----------------------|
| Average | \$0 | 0 |
| Historical Data | 2002: \$0 | 0 |

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CAIDI

Historial Data and Average

| | | |
|------------------------|-------------|---------|
| Average | 74.92 | minutes |
| Historical Data | 2002: 87.53 | minutes |
| | 2001: 42.68 | minutes |
| | 2000: 85.56 | minutes |
| | 1999: 81.47 | minutes |
| | 1998: 88.13 | minutes |
| | 1997: 72.90 | minutes |
| | 1996: 66.14 | minutes |